



# MEDICAL HOLDING COMPANY

DISPOSITION, ACCOUNTABILITY,  
AND PROCESSING OF SOLDIER-  
PATIENTS

## Method Soldiers Are Transferred To MED HOLD (MH)

1. Admission and Disposition Report is used to identify all the soldiers that will be attached to Med Hold
2. WRAMC FORM LETTER 14 : Requires approval from the Physician, DCCS and Med Hold CDR
3. Direct Assignment by a Personnel Service Branch (PSB), i.e. 18<sup>th</sup> PSB in Korea (121<sup>st</sup> Gen Hosp) assigns Soldiers directly to WRAMC Med Hold

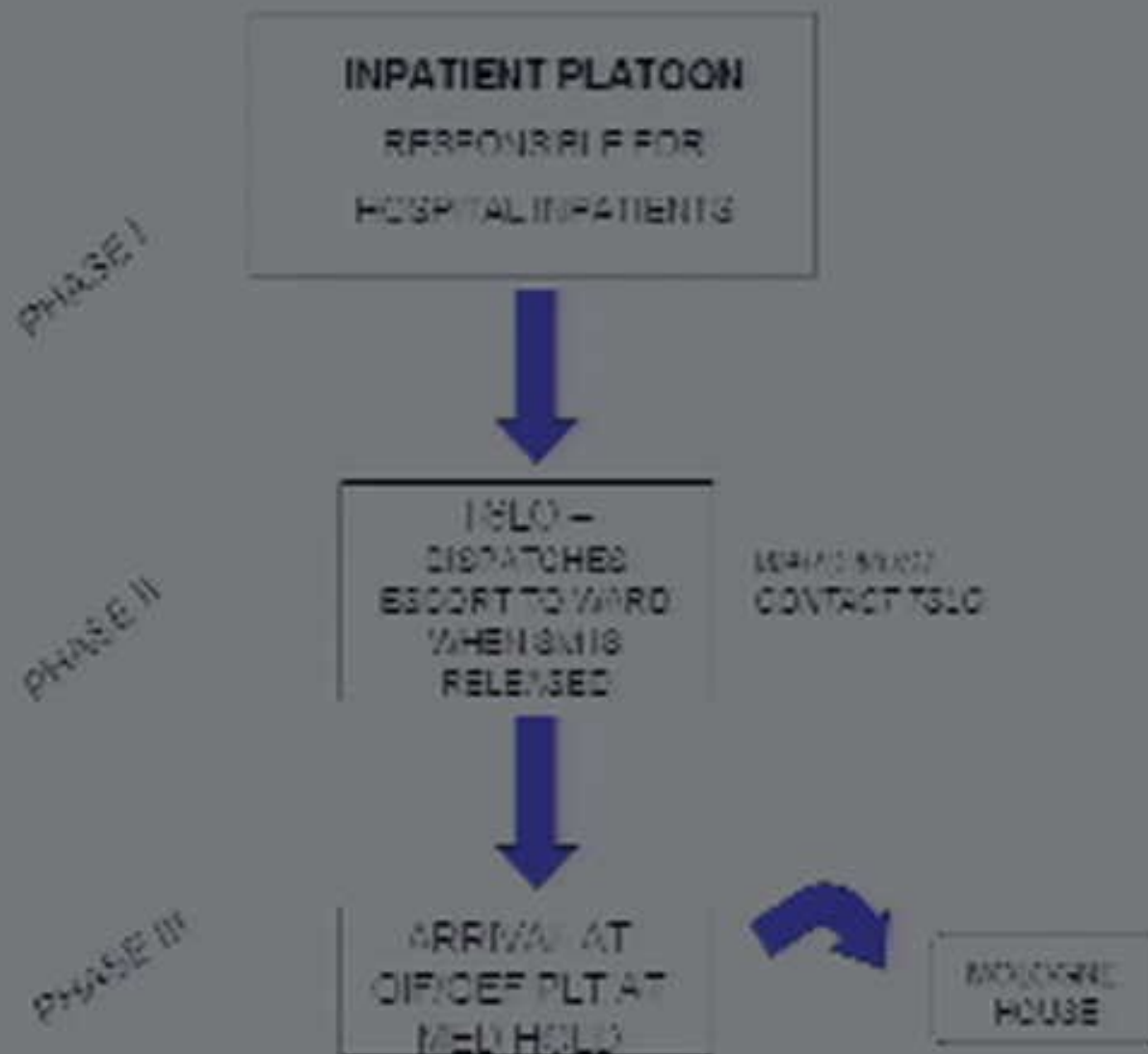
## Method Soldiers Are Transferred To MED HOLD (MH)—cont.

4. Temporary Change of Station (TCS) Orders: for USAR i.e. Landstuhl to WRAMC (Hosp-PAD)
5. TCS/TDY for Active Duty: Managed by TRICARE and/or Soldiers can be assigned or attached by the Tactical Liaison/PAD Office or Clinic Physicians to Med Hold
6. Med Hold to Med Hold Transfer: Requires coordinated effort by physician & case manager, then Med Hold CDR i.e. BAMC Med Hold from WRAMC Med Hold

## MED HOLD CASE MANAGERS: *HOLD OVERS (RESERVE COMP)*

- Roles and responsibilities:
  - Acts as primary POC for MHO Soldiers regarding all clinical care.
  - Coordinate and communicate Soldier's clinical care when transferred between MHOs, MRPUs, or CBHCOs.
  - Ensure timely and valid MODs data entry
  - Ensure Soldier's profile is current and valid.
  - If applicable, ensure LOD is initiated.
  - Coordinate and schedule all medical care and appointments.

## PATIENT ACCOUNTABILITY FLOW CHART



## PATIENT ACCCOUNTABILITY: ISSUES

- FL-14
- CONVALESCENT LEAVE
- TRANSFER TO VA HOSPITAL
- AFTER HOURS/WEEKEND RELEASE
- SPACE IN TSLO FOR ESCORTS
- INPATIENT RELEASE PROJECTIONS
- TRICARE
- DCCS RESPONSIBLE FOR VSI, SI, NSI

# HOSPITAL CASE MANAGERS

Location	Case Manager	Phone	Pager #
24	Cheryl Jones	214-650-7240	1801722
4A	Cheryl Johnson	214-650-7240	1801740
41	Annika Elwood	214-711-2406	
25	Paul Williams	214-650-7240	1801714
16	Marissa Lopez	214-650-7240	1801711
24	Heather Kent	214-650-7240	1801717
21	Christina Smith	214-650-7240	
41/21	Angie Sprague	214-650-7240	
21/21	Tracy Thomas	214-650-7240	1801708
21/21	Tracy Thomas	214-650-7240	1801712
21/21	Debra Taylor	214-650-7240	1801717
21	Christina Lee	214-650-7240	1801718
21	Marla Jackson	214-650-7240	
21/21	Theresa Thomas Jones	214-650-7240	
21/21	Allyson	214-650-7240	1801715
21/21	Theresa Jones Jones	214-650-7240	
21/21	John Thomas	214-650-7240	
21/21	Patricia Thomas	214-650-7240	1801716

# ISSUES

- **Issue:** Lack of accountability of soldiers who move from one VA hospital to another.
- **Recommendation:** Work with Med Hold PAC personnel to ensure that the orders-writing process is revised to include information stating that the gaining VA must contact Med Hold.



**QUESTIONS**